

Student Support Policy

Institution	Universal Higher Education (UHE)
Policy name	Student Support Policy
Policy Governance	Academic Board

1. Purpose

UHE's Student Support Policy establishes its approach and commitment to student support services that help enable students to realise their full academic potential.

The Student Support Policy provides staff and students with guidance on their responsibilities and to ensure adequate support for students with additional academic or personal needs. It aims to assist with the identification of students who may require additional support and ensure appropriate interventions are implemented.

2. Overview

UHE is committed to providing an innovative and supportive teaching and learning environment where students benefit from a rich and personalised educational experience. This commitment is embedded in the UHE Strategic Plan 2021-2022. UHE's commitment to enhance the learning experience of students is also outlined in the Student Life Plan.

UHE's Strategic Plan, Values and Teaching and Learning Plan place students at center of UHE's mission and activities. The UHE Values embody a student-centered focus on quality and outcomes – where students are “encouraged and supported to learn, to succeed, to qualify, to connect and to enjoy their time whilst at UHE in Melbourne”. UHE's commitment to quality experiences and outcomes for students underpins its Student Support Policy and services.

UHE's approach to student support operates within the context of a mutual responsibility framework. Students are responsible for their own learning, with active support from UHE where appropriate. UHE aims to foster an environment that encourages student independence in learning, while taking steps to identify and respond to personal and academic issues that may negatively impact students' educational outcomes.

3. Principles

Principles guiding UHE's Student Support Policy and approach include:

- Students are responsible for their own learning, while UHE seeks to actively support student needs.
- Strategies aim to identify and respond to potential barriers to learning as early as possible.
- Information about available support is promoted and made readily accessible to students.
- A range of initiatives operate to promote the wellbeing of UHE's student body.
- Staff are supported to inform and promote understanding and awareness of effective practices in relation to student support.
- Effective policies and procedures are in place to address student incidents.
- Interventions to provide additional support are respectful, timely, equitable, consistent and procedurally fair.
- All mechanisms used to identify and manage students who may have specific support needs must comply with privacy and confidentiality requirements.

UHE notes that while it is committed to providing a supportive environment, there are limits to the extent of the support that can be provided by UHE and that a range of services already exists in the community.

UHE has policies and procedures for good conduct and to safeguard academic standards that apply to all students, regardless of individual support needs or circumstances.

4. Student responsibilities

Students at UHE are expected to:

- Be aware of student conduct and behavior requirements;
- Make informed and considered choices in relation to course and subject selection;
- Seek out relevant support where a personal issue is impacting or is likely to impact their educational progress;
- Seek and follow advice from academic staff teaching them and fulfill academic requirements, including expectations for progression;
- Inform UHE of any impediments to completing their academic requirements in a timely way; and
- Contact UHE in a timely manner if they receive any formal notifications from UHE concerning their progress and/or meeting UHE requirements.

5. Identification and provision of additional academic support

A student may be identified as requiring additional academic support if they are not progressing satisfactorily in their studies or are at significant risk of not progressing satisfactorily, or where their welfare is reasonably considered to warrant some form of intervention by UHE. The UHE Students at Risk Policy outlines principles and approaches governing the identification and support to UHE students who may be at risk of unsatisfactory academic performance and progression.

A student may require additional academic support due to a number of factors, such as:

- Medical illness, injury, psychological condition or disability;
- Family or carer responsibilities;
- Behaviour which is consistently disruptive, volatile or otherwise in breach of UHE Values and code of conduct and is considered to be academic misconduct;
- English language proficiency;
- Concerns regarding academic capacity or achievement which might be reflected by:
 - Provisional enrolment or pattern of deferral;
 - Change to a new field of study that may challenge previously successful approaches to learning;
 - Failure of 50% or more of credit points attempted in the semester;
 - Failure to attend compulsory teaching and assessment components;
 - Failure to complete a mandated assessment element or practicum;
 - Unsatisfactory attendance record; or
 - Minimal class participation/engagement.

UHE systems for identifying students requiring additional academic support may include:

- Standard student reports upon enrolment, such as:
 - Students identifying under equity groups
 - Students with disabilities
 - Provisional or probationary students
 - 'Overload' students
- Student reports throughout course enrolment that support identification include:
 - Academic action lists /students placed on warning.
 - Academic progress reports collated, reported and reviewed every semester.
- Surveys or diagnostic tools, including first year diagnostic tasks and English Language assessment.
- Informal mechanisms such as advice from teaching staff based on multiple requests for extensions, absences, and low levels of class engagement.
- Student self-reporting - students who are aware that they are finding it difficult and need additional academic support and bring this to the attention of staff.

UHE provides a range of academic support services to assist students who are struggling with their study demands. These include:

- Academic advisory support (an academic adviser appointed by the Program coordinator)
- Computing support (Library services)
- Library support (Library services)
- Misconduct advisory support

- Academic Integrity Information and Support
- English and Mathematics Support
- Counselling Support

Students may be referred by a staff member or be a self-referral. Students who are identified as potentially benefitting from additional support based on academic performance are not compelled to access particular support services.

6. Identification and provision of additional personal support

A student may be identified as requiring personal support and intervention where their psychological or medical welfare is reasonably considered to warrant some form of intervention by UHE.

All staff and students are encouraged to be alert to the possibility of unstable psychological states and behaviours of UHE students.

Students identified as requiring additional personal support can be referred to UHE Student Services who can provide support and/or advice on referral pathways for the following support areas:

- Counselling and psychological services;
- Medical services;
- Disability support;
- Education disadvantaged students support;
- International student support;
- Career development services (for part time/ casual work); and
- Student housing and financial aid.

If a staff member is seriously concerned about the personal welfare/ mental health of a student after an interaction, it is recommended that they notify the Executive Manager. Security will also complete an incident form if they have been contacted regarding the incident.

All staff should take action in cases where students are exhibiting signs of distress. However how staff respond to an individual student will depend upon the nature and level of their distress. Staff should be aware of their own personal and professional limitations. Academic and professional staff members are encouraged to consult with psychological services staff for advice about the appropriate management of any student.

7. Roles

The Academic Board, with the assistance of the Academic Registrar and Program Coordinators, has responsibility for overseeing the Student Support Policy and its review.

The Academic Registrar is responsible for leading the development and review of the Student Support Policy and for overall management of student support services, systems and processes for the college.

Academic Program Coordinators and Course Coordinators will include an early assessment component or other diagnostic task in all first-year undergraduate subjects. Course Coordinators will identify students who may benefit from additional support based on performance in assessment or other diagnostic tasks. These students will be contacted by the Course Coordinator, a member of the teaching staff for the subject, or, at the request of teaching staff, a relevant professional staff member to ensure they are aware of support services they may find useful to access.

Academic staff at UHE are expected to implement processes for monitoring the progress of students including:

- English language proficiency;
- Progression rates;
- Overall progress towards completion of course;
- Failure to attend or to complete subjects, practical placements, assessments; and
- Allegations of misconduct.

Teaching staff in any unit who form the view that a student may benefit from additional support due to factors such as poor class attendance, participation, progress or behaviour, or due to issues raised by the student, will ensure that the student is aware of support services available to assist the student.

8. Student Support and Service Plan and its implementation

UHE has developed a coherent outline of how UHE supports students, what strategies are used to support students requiring extra support and other academic and non-academic support mechanisms available at as **Annexure 1**.

9. Student Support and National code:

A plan has been evolved in respect of addressing National Code is given as **Annexure 2**. It states UHE's compliance statement for each of the national code.

Annexure 1

Student Support and Services Plan

For all UHE Students

Introduction

All students enrolled at UHE including in both the Bachelor programs in IT and Multinational Film Production will have access to academic and non-academic student service support provisions as part of UHE's approach for identifying students at risk, and for students seeking extra support. This plan provides details on range of student support that UHE will make to service enrolled students.

Following are the details of the student services plan and its executions.

1. International Student Arrival Support
2. Student Orientation plan
3. English Language and Academic Skills improvement
4. Library Services
5. Student Engagement and Welfare
6. Counselling Support
7. Career Support Services
8. Emergency and evacuation
9. IT Support
10. Meeting room and other supports

1. International Student Arrival Support

UHE will provide support to students on their first arrival to Australia. Under this service, UHE will provide the following.

- a) Airport pickup and temporary accommodation support

UHE will offer airport pick up of students at the time of their arrival.

b) Familiarization with Australian environment

UHE will provide students with familiarization support to understand Australian culture, city life and way of living. These include the provision by UHE information booklets and website. UHE also will organise city tours and support students to travel to places to get familiarise with local environment.

Process

1. For international students arriving in Melbourne for study at UHE, students are able to register for transport service that will pick up from the airport and take students to their accommodation upon arrival. This service will incur a charge as defined by the provider and be communicated to the students prior to arrival.
2. UHE will use support of external provider for this service.
3. Service will be bookable through the service provider/s identified.
4. UHE will provide students with public transport information. This information will also be available during student orientations.

2. Student Orientation Plan

UHE will provide an orientation to all commencing students at the beginning of each semester. In orientation, UHE will provide the following.

a) Orientation of the Institute

All students will be familiarizing with the institute, it facilitates, an introduction of teaching and non-teaching staff, providing an understanding of course structure and an opportunity to interact with fellow enrolling students.

Process

1. A program schedules and itinerary which contains Orientation activities, schedule and student support services will be informed to the students through email and corresponding links for internal and external support to settle in will be provided will be sent to all students while offering and enrolling. This will be done through email and through agent's network.
2. Students will also be informed on how to enrol and how to choose course units for enrolment.
3. UHE Academic staff will support students on this process by presenting key details about the course and its structure.
4. Students attendance will be monitored and recorded.

3. English language and Academic skills improvement

UHE's language and academic skills improvement is designed to improve learning skills. UHE will make following plans to support this. Education disadvantaged students , Students identified at Risk and all other students can make use of these support system.

a) Learning and academic skill workshop and English language proficiency consultation

Various skill development workshop will be organised to provide learning and academic skills support covering various learning and academic skills development topics. Student will be provided with understanding on assessment, referencing, and content related academic skills including:

- Critical Thinking
- Understanding plagiarism and how to deal with it
- Presentation skills
- Informational English and Mathematics skills
- Digital Literacy
- Web software tools and accessing LMS and other software

b) UHE will also assist students with the agreed levels of English language proficiency including writing skills. English Language and Mathematics Assessment (ELMA) will be conducted during the orientation week for the students who just met the English entry requirements. If the student is not able to meet the required outcome of ELMA, then the students will be offered

- further language/ literacy training e.g. IELTS/ EAP English for academic purpose classes at UHE run by English Trainers which will includes:
 - Vocabulary Range and Grammar
 - Writing Essays, Reports and developing presentations
 - Understanding specific course related assessment tools such as how to make assignments, reports etc. as required in assessment
 - Professional Communications
 - Critical Thinking
 - Presentation skills

c) Maths Support

Students who are identified as requiring support for Mathematics once they have completed their English Language and Mathematics Assessment, then these students:

- should seek help from the student support regularly and particularly when they encounter skills/concepts that are difficult to understand or master.
- Study support will provide tutoring sessions where the main areas in which the students are struggling can be addressed. This will be provided at No Additional Cost to the student.
- Study support will provide tutoring sessions where the main areas in which the students are struggling can be addressed including
 - Linear Algebra for factorization and Orthogonalization
 - Linear Algebra in Graphs and Networks
 - Linear Programming
 - Statistics for Data Analytics
 - Markov Matrices and Stochastic Matrices

d) Individual consultation

Beside workshops, individual academic skills consultations will be available for consultation by students.

- a) This will be available through booking at reception, or through given email / phone number.

e) Peer Assisted Study Sessions (PASS)

PASS sessions will be available to all students who enrolled with UHE. When students are identified at academic risk, they will be contacted by the study support, and will be asked to attend the PASS sessions. These sessions are strongly recommended for the students at risk and for students who want more mentoring by their peers. PASS sessions will run weekly, commencing in the third or fourth week of semester and you can attend as many sessions as you like.

f) Academic Integrity and Referencing and Paraphrasing Workshop

During the semester, there will be 2 or more sessions on

- Academic Integrity
- Breach of Academic Integrity and Consequences
- Writing skills for Assessments
- Referencing and
- Paraphrasing
- Academic Misconduct

Based on the number of students at risk, the number of workshops can be extended. For the students who are identified as Students at Academic Risk, and who need help in this area, the workshop will be

conducted even if it has to be done one-on-one basis. The consequences of the academic misconduct will also be advised.

g) Informal meeting with lecturers/ course coordinators support

UHE will encourage students to meet lecturers/ tutors/course coordinators/ respective Program Coordinators at any time with an appointment. The students at risk will be contacted by the lecturers or course coordinators for an informal chat on the feedback and issues preventing them to achieve their full-potential and

- Extra lecturing or tutoring Sessions can be arranged with the Lecturers or course Coordinators for the relevant topic or areas the students needing extra help.

Process

1. During each semester workshops will be arranged which will be available to students. These workshops will provide students with more understanding and will provide them the ability to do their academic progression well.
2. The details of these workshops will be published before the start of each Semester.
3. The workshops will be delivered by a qualified English Language teacher or instructor.
4. Students will be informed through the Student Guide and Learning Management System of the availability of this support service.
5. Students will be sent emails communication.
6. Academic staff will communicate to students on the availability of this service during their academic sessions.
7. Details of this service will be placed on various notice boards and UHE website.
8. Workshop Bookings: Through reception, students need to come to the reception to register their name for the workshop or to make an appointment.

The location

- 4th floor, 131, Queen Street.

Options	Student Support Contact	Room No:
One to one session Require booking appointment with the mentor. Please send email to your Mentor	Name: Salman Syed syedsalman@ulgroup.com .au	Student Services,131 Queen Street, VIC 3000

4. Library services

Library services will be available to students at UHE campus. UHE librarian will assist for this service. UHE will provide library service support details to all students at the beginning of each semester.

a) Availability of physical and electronic learning resources

A physical and electronic library will be available to all students. Students can access physical resources of library, borrow books and access online library support.

b) Support of library counsellor

UHE will have a qualified Librarian. The Librarian will provide all necessary librarian support to students who want to understand, to clarify or learn how to use learning resources and to make use of these resources.

Process

Library Services

- UHE will operate a library on campus. The designated space is Room number 1.02 on Level 1, 131 Queen Street, Melbourne.
- Library will be managed by a qualified Librarian.
- Librarian conduct Literacy Information Sessions as required, including referencing and past exam papers.

Hours of operation – (Librarian Available)

- Monday to Friday - 9:00AM to 5:30PM

- Saturday - 9:00 AM to 2:00PM

Physical space and Resources

- Library desk space for up to 25 students.
- Free Wi-Fi
- Free use of Laptop and Mac computers
- Printing, Scanning and photocopying support
- Hard copy resources
- Quiet and Group study spaces
- A timetable of the referencing, research and librarian support sessions will be made available weekly to students, during the first half of each semester. The librarian will be available during operating hours for private library related consultation provision will be made for when the librarian is absent (for example, on leave or during lunch)

5. Student engagement and welfare

a) Student equity groups

For those students who are identified under an equity category, UHE will make contact with these students during orientation week to discuss the specific context of their circumstances and the support strategies UHE can offer during their study.

b) Fees support

For those students who may experience hardship with payment of fees and after evaluating their financial circumstances, UHE will provide facility to pay fees in easy instalment.

c) Student excursion and student events

Under this service, UHE will provide opportunity to participate in various student excursion and events where students will have a chance to go places in group, explore the environment.

Process:

1. Student Service team will organise these events and communicate to students to participate. They will arrange all the support required from the institute.
2. Team organizes various events on special days such as;
 - Australia day

- Harmony day
 - Chinese New Year day
 - Christmas celebration
 - Diwali day
3. Beside these, various celebration details organized by International students' councils, City of Melbourne and other organizers will be shared with students to participate.

6. Counselling support

The Counselling Service at UHE will help to address any academic and personal issues that the student may have. This is a professional and confidential service which will be available to all students free of charge for the first two counselling sessions. UHE will engage professional counsellors for these sessions.

a) Support of counsellor for one to one counselling

This service will provide solutions to a wide range of personal, psychological and study-related issues that the students may be facing.

- The issues such as;
 - balancing work, study and life;
 - cultural adjustment and living away from home,
 - anxiety and depression;
 - difficulty studying, worrying about achievement, doing presentations and exams, and
 - problems in relationships with family, friends and partners

Process

For specific counselling need of the student, UHE will provide support to students as follows.

The location of this services

- Services is bookable by email, or with UHE Student Services.
- Meeting Room, Level 1, 131, Queen Street.

Counselling service	<p>Contact person: TBA Email: counsellor@uhe.com.au</p> <p>Student can send an Email to the counsellor to book appointment or register with Student Services</p>
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7. Career support services

UHE will provides career service to students to help student become a job ready graduate.

- Students will be encouraged to make an appointment with the career counsellor for at least one face to face session per semester.
- This session will focus on review of resumes and LinkedIn profiles and introduce students to online job searches.
- Graduate opportunities, particularly within Melbourne will be shared time to time and students will be encouraged to apply for the same. Other Jobs opportunities when available will be also shared with students on UHE's online jobs notice board.

The location of this services

- Services can be booked at reception / student Services or through email at; info@uhe.com.au.
- Meeting Room, 1st floor, 131, Queen Street.

Process

1. Students will be directed to career resources, available workshops, events to learn more about career development.
2. Students will be connected with potential employers and organisations that support students' job searches.
3. Provide guidance on preparing a resume, how to job search, how to prepare for an interview etiquette and decorum for an interview and required competencies
4. students will be provided with details on a broad range of volunteer work opportunities in the community.
5. Students will be provided with information on networking events.
6. Student service will support regularly inform student on the availability of this service
7. Details of this service will be available on UHE notice boards and on UHE's website.

8. Emergency and evacuation

UHE campus have well documented emergency procedures. The details are as follows:

- Check for any threatening situation and remove or control it (if it is safe to do so)
- Remain with the casualty and provide appropriate support
- Direct someone to call the first aid officer
- Call 000 if ambulance assistance is required
- Designate someone to meet the ambulance and direct it to the location of the casualty
- Call the first aid officers and security

Security Alarm

- a. 131 Queen street

Woop woop is an evacuation tone

Evacuation process

- If in the event of an emergency it becomes necessary to evacuate personnel from the building, procedures should be as such;
 - a. Floor wardens will direct the students to the designated assembly areas
 - b. Assembly areas for different buildings are
 - 131 Queen St.- Corner of Queen Street and Bourke Street

After-hours access	<p>A. Students can have afterhours access (until 9:00pm) to computer labs on level 3, 131 Queen street, VIC 3000. The entry is via main gate.</p> <p>B. Weekend: Saturday (9am-2pm)</p> <p>C. Student must call after hour building Security between 9:00pm to 7:00am Monday to Sunday</p>
If the students or staff feel unsafe	Contact building security
First Aid	<p>The first aid officer's contact details</p> <p>Name: Sayeed Mohammed Abdul</p> <p>Ph: 0452 454 490</p>

9. IT, meeting room and other support

UHE will provide a dedicated student services officer who can help our students with all aspects of their academic and any other personal problems. To seek help in such matter just contact the student services officer at UHE.

- a) Physical Infrastructure
- b) IT support
- c) Moodle login and access support
- d) Turnitin support
- e) Computer access support
- f) Student ID card
- g) WiFi access
- h) Formal letters
- i) Study Guidelines
- j) Immigration Enquires
- k) Any difficulties with your study
- l) Visa Assistance
- m) Work Permit
- n) Tax File
- o) Health care

Process

1. Following supports will be provided to students at campus:

IT Support	Student Wi-fi is available at campus. Contact student services (reception) for IT support Email: support@uhe.edu.au Ph No: 9600 0087
Meeting rooms	Meeting room is used as student meeting room when required by booking it UHE student service desk. Meeting Room, 131 Queen Street, Melbourne
Student quiet study space	A large break out room with rest area, group discussion, is available at 1 st floor, 131, Queen street, Melbourne campus

Student Breakout rooms	A large break out room with rest area, eating and refreshment place, water fountain, microwaves, refrigerators available at 2 nd floor, 131, Queen street, Melbourne campus
Student Breakout rooms	A large break out room with rest area, eating and refreshment place, water fountain, microwaves, refrigerators available at 4 th , 131, Queen Street, Melbourne campus

Annexure 2

Response in Context of National Code

Standard 6 of the ESOS National Code relates to support of international students.

National Code Standard	UHE Compliance Statement	UHE Student Service Plan item
6.1 The registered provider must support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about:	Details of support provided to students is given in orientation and student handbook.	Student Service Plan will provide various support to overseas students
6.1.1 support services available to assist overseas students to help them adjust to study and life in Australia	Welfare and counselling support includes; <ul style="list-style-type: none"> • adjusting to living in a new culture, • coping with relationship and family issues, • dealing with homesickness, stress or depression, • maintaining motivation. • Accommodation assistance 	Item 5 of the plan - Student Engagement and Welfare Item 6 of the plan - Counselling Support
6.1.2 English language and study assistance programs	English department	Item 3 of the plan - English Language and Academic Skill support
6.1.3 any relevant legal services	Included within welfare counselling function	Item 6 of the plan - Counselling Support

6.1.4 emergency and health services	<p>UHE has empanelled an Insurance company for provision of OSHC;</p> <p>Lists of emergency medical centres and ambulances services and contact numbers will be made available during orientation.</p>	Item 8 of the plan – Emergency and evacuation
6.1.5 the registered provider’s facilities and resources	UHE maintains all facilities in a manner consistent with 9B Conditions.	Item 9 of the plan – IT and Other support
6.1.6 complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)	Student Handbook covers details on this and is presented during orientation.	Overall Plan and Item 2 of the plan – Student Orientation
6.1.7 requirements for course attendance and progress, as appropriate	Student Handbook covers details on this and is presented during orientation	Overall Plan
6.1.8 the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia	<p>On academic matters:</p> <ul style="list-style-type: none"> The first points of contact will be academic staff who will be available during consulting hours and deal with help pertaining to their units / domain; Teaching assistants and learning advisors will be available in study area to provide additional coaching to students in difficulty. <p>On non-study related matters:</p> <ul style="list-style-type: none"> First point of contact will be Student service officers who aim to address concerns in a compassionate manner – these may be related to leave requirements, or 	<p>Item 3 of the plan - English Language and Academic Skill support</p> <p>Item 5 of the plan - Student welfare and Engagement</p> <p>Item 6 of the plan - counselling Services</p>

	<p>extension of submission of deadlines or personal issues that requires compassionate treatment to help them with coping with education.</p> <ul style="list-style-type: none"> When the issue will be beyond the scope of the students service officer the matter will be referred to the HE coordinator or Welfare officer (counsellor) for further guidance and help to students. 	
<p>6.1.9 services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.</p>	<p>Details of Workplace rights and resolving issues are addressed in the orientation.</p> <p>These queries will be addressed by the student service officer;</p> <p>Emails regarding employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.</p>	<p>Item 7 of the plan – Career Support Services</p>
<p>6.2 The registered provider must give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6.1, at no additional cost to the overseas student.</p>	<p>All referral services will be provided free of charge</p> <p>Examples include:</p> <ul style="list-style-type: none"> Accommodation assistance Legal referrals Psychological counselling referrals 	<p>Overall Plan</p>
<p>6.3 The registered provider must offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study</p>	<p>All referral services will be provided as per the plan.</p>	<p>Overall Plan</p>

of the course, at no additional cost to the overseas student.		
6.4 The registered provider must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.	All referral services will be provided as per the plan.	Overall Plan
6.5 The registered provider must designate a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.	The student service officer are the nominated contacts.	Overall Plan
6.6 The registered provider must have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider.	All referral services will be provided as per the plan.	Overall Plan
6.7 The registered provider must ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations	The Students Services who interact directly with overseas students recruited by UHE will have knowledge of the ESOS ACT and the National code. Ongoing professional development on National code are scheduled for the staff members.	Overall Plan
6.8 The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to	UHE has a documented Critical Incident Policy and procedure along with the designated responsible members for implementation of the policy.	Critical Incident Policy

<p>undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.</p>	<p>This policy is discussed during the student orientation and staff induction.</p>	
<p>6.9.1 take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety</p>	<p>UHE has a Health and safety policy to ensure the campus is a safe environment for everyone on campus. The orientation advises students on actions they can take for their personal safety and security. This information is also included in the students handbook</p>	<p>Health and Safety Policy</p>
<p>6.9.2 provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents</p>	<p>The reporting critical incidents in addressed in the orientation. This information is also included in the student handbook</p>	<p>Critical Incident Policy</p>
<p>6.9.3 provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.</p>	<p>The information is provided in the Orientation and the Student handbook</p>	<p>Student Handbook</p>

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